

BROAD OUTLINE SUMMARY SPECIAL FOCUS SUPPORTIVE SERVICES

Meeting August 6, 2003

- ❑ TANF Consolidation is an innovative and progressive step toward integration of services to better serve clients and benefit from selected efficiencies of operation.
- ❑ TANF Integration, however, will drive a dramatically greater number of economically disadvantaged customers to One-Stop Career Centers that are concurrently implementing and adjusting to the new responsibilities of serving these customers in TANF programs.
- ❑ The Division of Vocational Rehabilitation effectively serves its clients with a comparatively excellent placement/retention rate.
- ❑ Concurrently with the implementation of TANF integration by DWD in Career Center offices, the Division of Vocational Rehabilitation is experiencing "Order of Selection" restrictions to serving its customers. This entails a process of prioritizing funding for customers of greatest need. The Division of Workforce Development has already been formally informed that this circumstance will drive a dramatically increased number of Vocational Rehabilitation clients to Career Centers by October 2003. These customers will be seeking basic initial services (defined as "core" services under the Workforce Investment Act), a majority of which will not be for training.
- ❑ The mentoring model appears to be an excellent solution to ensuring greater success, but it will have certain barriers to implementation, especially considering its nature as a more labor intensive, more expensive due to labor costs, approach to handling both customer needs and process requirements of these programs.
- ❑ How can we look at a variety of alternative approaches, or modifications to our current approach, including the mentoring aspects of our program intake process? More importantly, how do we select those to recommend for implementation in Missouri?

September Meeting

- The group had a discussion about assessment of current services and agreed to implement a survey of local workforce investment boards.